

Remark

Applicants respectfully request reconsideration of this application as amended.

Claims 1, 2, 11, 17, and 22 have been amended. No claims have been cancelled. Therefore, claims 1-27 are present for examination.

35 U.S.C. §102 Rejection

Leung et al.

The Examiner has rejected claims 1-16 under 35 U.S.C. §102(b) as being anticipated by Leung et al., U.S. Patent No. 6,005,870 (“Leung”). Claim 1 has been clarified to emphasize that the claimed method relates to an automated telephone attendant that is in communication with a telephone switch. In addition, the claim recites that the call is received at a port of that automated telephone attendant. In Leung, the entire device is a single switch 300, including a voice prompt and response processor 325, a call treatment processor, a subscriber data memory 312 and a voicemail subsystem 371. As a result calls are not received from a switch at a port of an automated attendant. The calls remain at the switch. Leung does discuss sending calls from the switch to other equipment (Col. 11, lines 1-30), however, there is no suggestion that a call handle is also sent or that the destination systems retrieve and use any stored caller information in handling the call after it is sent.

The Examiner refers to Col. 5, lines 50-54 and Col. 9, lines 10-17 to support the assertion that Leung suggests receiving a call handle and retrieving information associated with the call handle. However, this activity is all performed by the switch. There is no suggestion that ANI or PIN data is then passed to a port of an automated attendant nor that the automated attendant retrieves or uses any information about the call. In Leung, there is

no automated attendant and the only transfers of the call are those mentioned above with respect to Col. 11. Accordingly, it is respectfully submitted that Claims 1 and 11 are clearly distinguished from the cited reference. Claims 2-10 and 12-16 depend from Claim 1 or 11 and are believed to be allowable for that reason as well as for the recitations set forth in each claim respectively.

In addition, as for Claims 2 and 3, Claim 2 recites receiving a tone sequence at a port of the automated attendant. Leung suggests only receiving DTMF at the switch. As for Claims 4 and 5, the cited section of Leung appears to describe modem communications with a calling computer. This digital data analysis is used to identify the caller (or calling computer) at the switch, not to identify a call received from the switch at the automated attendant. As for Claim 6, while it may be possible that the incoming call is coming from a switch at the central office, it is not being received at a port of an automated attendant.

As for Claims 9 and 10, the Examiner suggests that the switch knows whether the call is a forwarded call based on looking up the ANI in the treatment table. Applicants respectfully submit that the predetermined treatments contained in the ANI look-up table relate to what the switch should do with a new incoming call. The treatments do not relate to a history of the received call. Referring to Leung at Col. 6, lines 27 et seq. and the examples of Col. 8, lines 20 et seq., the call treatment processor identifies the call and on that basis forwards it to another line, sends it to voice mail, etc.. In Claim 9, the call is a forwarded call, not a call to be forwarded. The call treatment processor does not determine whether a call is forwarded, only whether the call is to be forwarded.

35 U.S.C. §102 Rejection

Maloney et al.

The Examiner has rejected claims 17, 20-27 under 35 U.S.C. §102(e) as being anticipated by Maloney et al., U.S. Patent No. 5,555,299 (“Maloney”). Claims 17 and 22 have been amended to incorporate terminology similar to that of Claim 18, which has been indicated as allowable.

Conclusion

Applicants respectfully submit that the rejections have been overcome by the amendment and remark, and that the claims as amended are now in condition for allowance. Accordingly, Applicants respectfully request the rejections be withdrawn and the claims as amended be allowed.

Invitation for a Telephone Interview

The Examiner is requested to call the undersigned at (303) 740-1980 if there remains any issue with allowance of the case.

Request for an Extension of Time

Applicants respectfully petition for an extension of time to respond to the outstanding Office Action pursuant to 37 C.F.R. § 1.136(a) should one be necessary. Please charge our Deposit Account No. 02-2666 to cover the necessary fee under 37 C.F.R. § 1.17(a) for such an extension.

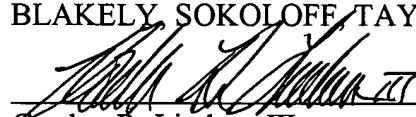
Charge our Deposit Account

Please charge any shortage to our Deposit Account No. 02-2666.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

Date: 11/14/12



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Version with Markings to Show Changes Made
Insertions are underlined, deletions are stricken.

1 1. (Amended) A method comprising:

2 receiving an incoming call at a port of an automated attendant ~~port~~ from a
3 telephone switch;

4 receiving a call handle associated with the incoming call at the automated
5 attendant from the telephone switch;

6 applying the call handle to retrieve caller information associated with the call
7 handle; and

8 using the retrieved caller information at the automated attendant to handle the call
9 if caller information associated with the call handle is found.

1 2. (Amended) The method of claim 1, wherein receiving a call handle
2 comprises receiving a tone sequence at a port of the automated attendant ~~port~~, decoding
3 the tone sequence, and deriving the call handle from the decoded tone sequence.

1 11. (Amended) A machine-readable medium having stored thereon data
2 representing instructions which, when executed by a machine, cause the machine to
3 perform operations comprising:

4 receiving an incoming call at a port of an automated attendant ~~port~~ from a
5 telephone switch;

6 receiving a call handle associated with the incoming call at the automated
7 attendant from the telephone switch;

8 applying the call handle to retrieve caller information associated with the call
9 handle; and
10 using the retrieved caller information to handle the call at the automated attendant
11 if caller information associated with the call handle is found.

1 17. (Amended) A method comprising:

2 receiving an incoming call at a telephone switch;
3 generating a call handle as a set of in-band signaling tones for the incoming call at
4 the telephone switch;
5 routing the incoming call to a port of a call handling system;
6 sending the call handle to the call handling system as in-band signaling tones in
7 association with the routed call;
8 receiving a transfer of the routed call at the telephone switch from the call
9 handling system;
10 re-routing the incoming call from the telephone switch back to a port of the call
11 handling system; and
12 sending the call handle as in-band signaling tones from the telephone switch to
13 the call handling system in association with the re-routed call.

1 22. (Amended) A machine-readable medium having stored thereon data
2 representing instructions which, when executed by a machine, cause the machine to
3 perform operations comprising:
4 receiving an incoming call at a telephone switch;

- 5 generating a call handle as a set of in-band signaling tones for the incoming call at
- 6 the telephone switch;
- 7 routing the incoming call to a port of a call handling system;
- 8 sending the call handle to the call handling system as in-band signaling tones in
- 9 association with the routed call;
- 10 receiving a transfer of the routed call at the telephone switch from the call
- 11 handling system;
- 12 re-routing the incoming call from the telephone switch back to a port of the call
- 13 handling system; and
- 14 sending the call handle as in-band signaling tones from the telephone switch to
- 15 the call handling system in association with the re-routed call.